



The City of Citrus Heights is “breaking new ground” to provide a more customized and enhanced level of police services at a lower cost. We invite you to join a first-rate team under the leadership of veteran Police Chief Christopher Boyd. The new Police Department will operate with the goal of performing extraordinary customer and community service. We promise you an exhilarating, once-in-a-lifetime opportunity — both professionally and personally — by joining a start-up Police Department and helping to build a premier law enforcement legacy. Our new department will begin operations on July 1, 2006. Come join our team!

### THE POSITION

The Police Communications Supervisor is a first line supervisory position responsible for planning, organizing, directing, and supervising the work of 15 Police Dispatchers in the operation of a 24-hour 911 Dispatch and Police Communications Center. This position will report directly to the Technical Services Manager, a non-sworn division manager with a direct report to the Police Chief. The City is assembling a first rate team of lateral talent comprised of six Lead Dispatchers and nine Dispatcher II positions. The Communications Supervisor will have the unique opportunity to create strong team and customer service orientation for the new dispatch team within a positive and professional working environment. In addition, all of the technology for the 911/Dispatch Center is new and planned in order to deliver a state-of-the-art center for the dispatch staff and department all within a brand new communication center facility.

The position will normally be scheduled off on all weekends and regularly-observed holidays and an alternative work schedule may be an option. The Police Communication Supervisor is FLSA Exempt position and receives generous management benefits. However, this position is not “at-will”. The position will serve a twelve-month probationary period.

### IDEAL CANDIDATE

- Possesses proven ability to organize, implement and direct Dispatch and Police Communication Center operations and activities.
- Stays current with technology used in voice, data, 911, CAD, RMS, and MDT/MFR communication and information systems.
- Demonstrates self-initiative and leadership abilities.
- Relishes innovation and thinks progressively.
- Thinks clearly and acts quickly and decisively in emergency situations, while remaining calm.
- Listens actively; uses effective questioning techniques; expresses him/herself in English in a clear and understandable manner when speaking.
- Focuses work effort to carry out the City’s Customer Service philosophy of actively listening, addressing customer concerns, and providing services at a level that exceeds customer expectations.
- Thrives in a team environment that encourages cooperation, communication, and mutual sharing of risk, responsibility, and reward.
- Identifies and generates “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than as obstacles.
- Treats all individuals encountered, equally and with respect, basing actions on honor and ethics.

### STATE-OF-THE-ART FACILITIES AND TECHNOLOGY

If you decide to seize this opportunity, you will have state-of-the-art technology, equipment and facilities at your disposal. Expansion is underway on the City’s new 18,000 square foot police facility to add space for a 911/Dispatch Center and room for property/evidence storage. The Communications Center will be truly impressive in its technology investment and provide exceptional working conditions with its own break room, lounge, and kitchen/dining. Equipment has been ordered and installation is in process for the City’s CAD/RMS system (Spillman Technologies, Inc.), radio system (Motorola, Inc.), and new desktops and laptops (Dell). The Communications Center will also have a sophisticated projection system to display critical incidents, mapping and vehicle locations for coordinated communication and response. In addition, the police fleet is brand new and will have state-of-the-art mobile data terminals in all vehicles (Data 911).

### COMPENSATION AND BENEFITS

**\$56,558 - \$67,870 annually.** The City’s Pay-for-Performance system recognizes employees for their accomplishments and compensates them with a blend of annual base salary increase and annual incentive award (bonus). This unique system replaces the 5% step system and annual COLA. You will have the ability to differentiate yourself and your related compensation. This unique and powerful system is a core component in the City’s human resources system.

The City offers first class benefits, including: 100% City-paid CalPERS retirement (2.7% @ 55); 17 days of Annual Leave (to be used for vacation or sick time); 5 days of Long Term Medical Leave; 14 paid holidays (12 regularly observed and 2 floaters); \$1,013 monthly City contribution toward health insurance (effective 01/01/06) and if alternative health care coverage is demonstrated, a \$500/month cash-out may be added to salary or deferred compensation; and fully paid dental, vision, life, and short-term/long-term disability insurance. The City does not participate in Social Security, but does participate in State Disability Insurance (SDI). The Police Communications Supervisor is not an at-will position but is a member of the City’s management team. Generous management benefits include 10 days of Management Leave, a \$100,000 life insurance policy, and up to a 3% City matching 457 deferred compensation contribution. More detailed information about the City’s benefit program is available at [www.joinchpd.net](http://www.joinchpd.net).

**One-Time Recruitment Incentive** – In launching the new department, the City is offering to all individuals hired into police specific positions an Annual Leave accrual rate based upon their years of service with their most recent public sector, law enforcement employer.

## Police Communications Supervisor

**\$56,558 - \$67,870**

**Closes – March 27, 2006**

Projected Start Date – Late May 2006

New Police Department  
Goes Live July 1, 2006

## CONSTRUCT A LEGACY, STRIKE A BALANCE, BUILD A CAREER...

### MINIMUM QUALIFICATIONS FOR POLICE COMMUNICATIONS SUPERVISOR

Minimum qualifications for this position are listed below. Additional information regarding this position and qualifications is available in the job description either on-line or via request.

- **Experience and Training:** Four years of police dispatching experience similar to the Police Dispatcher II in the City of Citrus Heights, including one year of lead responsibility; possession of a California P.O.S.T. Public Safety Dispatcher Basic Certificate.
- **Education:** Equivalent to completion of the 12<sup>th</sup> grade.
- **License:** May need to possess a valid California Driver's License and proof of automobile liability insurance.

### APPLICATION PROCESS

To be considered for this position you must submit a completed, official City Employment Application and responses to a Supplemental Questionnaire. If you do not complete and submit all required information, your application may be disqualified from further consideration. You are encouraged to submit a resume and cover letter in addition to the required materials, but these may not be substituted for the required materials.

- **ON-LINE APPLICATION:** You may apply on-line by visiting [www.CalOpps.org](http://www.CalOpps.org) to complete the City Employment Application and Supplemental Questionnaire. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience." After you electronically submit the Application form using CalOpps, the Supplemental Questionnaire format will appear for you to complete and submit as the remainder of the on-line application process.
- **HARD COPY APPLICATION:** You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting [www.joinchpd.net](http://www.joinchpd.net) and downloading these materials, or you may request these materials by calling the City's Police Recruitment Hotline at (916) 727-4900. No faxed or e-mailed materials will be accepted.

Submit hard copy application materials to: City of Citrus Heights/Human Resources, Attention: Police Communications Supervisor Recruitment, 6237 Fountain Square Drive, Citrus Heights, CA 95621.

### SCHEDULE AND SELECTION PROCESS

All application materials will be carefully reviewed. Interviews with the most qualified candidates will be scheduled before and after the closing dates in order to move the process expeditiously. The most qualified candidates may receive an interview with the Technical Services Manager and then go straight to a Chief's interview.

To expedite the selection process, candidates to a Chief's interview will be expected to bring a completed California P.O.S.T. Personal History Statement. After passing the Chief's interview, finalists will then be subject to a polygraph examination and if these results are acceptable, a background investigation will be conducted using P.O.S.T. guidelines. This background will minimally include verification of education, employment, military service, criminal history, civil litigation, credit history, DMV records, and personal history, and personal contacts will be made with relatives, friends, neighbors, landlords, employers, and other associates. Upon receipt and review of the background report, conditional offers of employment may be made, and final candidates must then pass medical, drug screening, and psychological examinations conducted by a City-appointed physician. The probationary period for this position is 12 months.

### METHOD OF COMMUNICATION

- Primary communication regarding your status relative to this recruitment will be by e-mail; applicants are solely responsible for monitoring their e-mail communication messages and systems.
- Applicants are solely responsible for informing the City of changes in contact information, including but not limited to e-mail addresses, mailing addresses, post office boxes, and telephone numbers.

### ADDITIONAL INFORMATION

You may obtain additional information about this recruitment at [www.joinchpd.net](http://www.joinchpd.net), calling Human Resources at (916) 727-4900, or e-mail [joinchpd@citrusheights.net](mailto:joinchpd@citrusheights.net).

### ALL INTERESTED APPLICANTS – PLEASE READ THE FOLLOWING INFORMATION

**Closing Deadline:** This recruitment closes at 5:00 P.M., Monday, March 27, 2006. No faxed or e-mailed application materials will be accepted.

**Multiple Applications:** Applicants may apply for more than one job classification, for example, Senior Police Dispatcher and Police Communications Supervisor. However, a separate and complete Employment Application and Supplemental Questionnaire must be submitted for each opening.

**City Selection Standards and Practices:** *The City reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications requirements does not guarantee an applicant an invitation to the next step(s) in the selection process. Only the most qualified applicants as determined by the City will be invited to the next step(s) of the selection process. This listing is solely for the purpose of announcing job opportunities and does not constitute a contract, expressed or implied; provisions contained herein may be modified or revised without notice.*

*The City of Citrus Heights is an Equal Opportunity Employer and does not discriminate against qualified employees or applicants because of race, color, religion, medical, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Family Rights Act (CFRA), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation. Under federal law, all job applicants must prove authorization to work in the United States at the time of job offer.*